

government **LEAN**
initiative
YEAR ONE CELEBRATION

#thinkLeanRI



agenda

overview of year-one progress

agency report outs

overview of mentor program

mentor update

next steps

government
LEAN
initiative
YEAR ONE CELEBRATION



DMV: title run

WHAT

workflow process after title has been held in a 28-day holding queue

WHO

14 member team: DMV, DoIT

WHY

time between print date and mail date averages 8 days

title run (continued)

GOAL

decrease title idle time

RESULTS

8 DAYS ► 2 DAYS

expedited
processing

PM:AM



PRIORITIZED MAILING

DBR: liquor license

WHAT

application, renewal process across various customer segments

WHO

7 member DBR team

WHY

inefficient, time-consuming process to attain a liquor license

liquor license (continued)

GOAL

simplify, expedite license issuance

RESULTS

55 STEPS



48 STEPS

digitized file
storage



120 DAYS TO
ISSUANCE



105

DOR: good standing

WHAT

applying for a letter of good standing (LOGS)

WHO

8 member DOR team

WHY

inefficient application process that results in delays in issuance

good standing (continued)

GOAL

simplify, expedite LOGS issuance

RESULTS

34 DAYS ► 24 DAYS
GOOD STATE

less documents &
correspondence



7 DAYS
GREAT STATE

online support
& application



1 DAY
GREATEST STATE

government
LEAN
initiative
YEAR ONE CELEBRATION

mentor overview & update

#thinkLeanRI